

**RESPONSE UNDER 37 C.F.R. § 1.116  
EXPEDITED PROCEDURE REQUESTED  
EXAMINING GROUP 3624**

Patent  
Attorney Docket No. 10761.1460  
Customer No. 81,331

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	)	
Robert E. Wollan et al.	)	Group Art Unit: 3624
	)	
Application No.: 10/811,439	)	Examiner: Brandi P. Parker
	)	
Filed: March 26, 2004	)	
	)	
For:: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS	)	Confirmation No.: 1477
	)	

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT AFTER FINAL**

In reply to the Office Action mailed February 4, 2010, the period of response to which extends to May 4, 2010, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims in this paper.

**Remarks** follow the amendment sections of this paper.